

1 off, has not been repaired, it's pretty rotted.  
2 These are like tools that, I guess, Utilities, Inc.  
3 has made, and they use to resolve their problems  
4 with this lift station. They all look homemade and  
5 are left on the site, which indicated to me, and,  
6 again, I'm not a professional in this, but it  
7 indicates maybe there's an ongoing problem with  
8 this lift station. Here's list station number six,  
9 it's on Catamaran. Notice the circle, it's right  
10 above the Council's head there, it's kind of low  
11 down. There's a piece of conduit cover that's  
12 missing. Those are electric wires that are in  
13 there that could get hit with a weed whacker or  
14 whatever. Here's a switch that was removed that  
15 looks like it belongs right to the left-hand side  
16 there, that was removed and just left. I can't  
17 explain the sun dial. I suspect that that doesn't  
18 have anything to do with them. [LAUGHTER FROM  
19 AUDIENCE] This is lift station number seven. This  
20 is, as you can see, that's the guy's house right  
21 there, so it's very close to his house. This  
22 picture was taken there, the little urinal cakes.  
23 I'm sure it has a fancier name, I don't know what  
24 it is. We're left with this pipe that's full of  
25 water, and, obviously, it has an odor to it. This

NIGHT HEARING/TEGA CAY - VOLUME 1



Devices used by Utilities Inc. for maintaining the lift station. All look home made and are left at the site which could indicate there is an and ongoing problem.



000069



Lift station #9 9043 Spanish Wells

Neighbors have reported seeing the "big trucks" a lot on their street with long hoses going into a manhole.



1 is lift station number nine on Spanish Wells, the  
2 neighbors had reported that they'd seen the big  
3 trucks. And I can see this street from my house,  
4 and there are a lot of truck traffic on that --  
5 when I say the big trucks, meaning the pump-out  
6 trucks, and the long hoses going down into a  
7 manhole down in front of their houses. We never  
8 did find lift station number ten. Lift station  
9 eleven, you can see the little circle there, that's  
10 some -- some -- go to the next one. That's some --  
11 an old float switch that was not properly discarded  
12 that's been there. There's another conduit cap  
13 that's missing. I assume it comes under service,  
14 and they -- it just doesn't get reconnected -- or  
15 recovered. This is lift station number 12, which  
16 is -- the golfers see every day. Again, obviously,  
17 it's not the prettiest thing. Could we put some  
18 bushes around it, or, you know, just -- just tame  
19 it a little bit? Next slide, as you saw in the  
20 previous slide, that they've recharged the alarm  
21 light, so it's up higher and it's visible, 'cause  
22 this is the back side of the panel, so you couldn't  
23 see that light. Notice that it's got duct tape  
24 covered over it. You'll see it close up in the  
25 next picture. [LAUGHTER FROM AUDIENCE] Next one,

NIGHT HEARING/TEGA CAY - VOLUME 1



1                   **MR. DONG:** Jerry and Joline Church are the  
2                   next ones on the list.

3                                   [Witness sworn]

4           THEREUPON came,

5                                   **J E R R Y   C H U R C H**

6           who, having been first duly sworn, testified as follows:

7                   **CHAIRMAN WRIGHT:** Good evening.

8                   **MR. CHURCH:** Good evening. My name is Jerry  
9                   Church, 4079 Point Clear Drive. And as you know --  
10                  as you can see, I didn't know which hand to do,  
11                  'cause I've never do any swearing. But I'll tell  
12                  you what, we've see a lot of testimony tonight  
13                  that's really eye opening and it's really  
14                  informative. And it also tells, hopefully, you  
15                  guys that, you know, Tega Cay Water service  
16                  continues to be a bad neighbor, for whatever  
17                  reason. And I hope that you've had time -- an  
18                  opportunity to look at the video that we had coming  
19                  in. It shows some of the media coverage. Much of  
20                  it in the test year that you talked about, 2011.  
21                  And these reports, you know, it not only shows the  
22                  community in a bad light, but it shows a pattern of  
23                  Tega Cay Water Service handling some of these  
24                  situations very carelessly. And -- and there was  
25                  -- in the pictures Steve had, there was one that

NIGHT HEARING/TEGA CAY - VOLUME 1

1 was on that video that he didn't have up there. It  
2 included a black glove, and Linda's gone right now,  
3 but there was a black glove covering up some of the  
4 electrical work as well. And it was clearly shown  
5 in one of those videos from the -- from the news  
6 cast. So with all the testimony that's happened, I  
7 could easily adopt some of the previous stuff; but  
8 I'm just going to try to go on without trying to  
9 repeat stuff. And, you know, since we've been here  
10 before, I kind of looked through the 2010  
11 documents. And I -- and I saw in your last  
12 meeting, you wrote in addition to the interest of  
13 the company, to earn a fair rate of return, you,  
14 and this is in quotes, "The Commission must take  
15 into account impeding interest, the interest of the  
16 customers on the system to receive quality water  
17 service, and a quality product at a fair price."  
18 I'm glad you put those in there, 'cause, you know,  
19 we realize it's not an easy job for you to come  
20 down here. In fact, if it was justified, we  
21 probably wouldn't even be here right now, we'd be  
22 all at home watching TV, 'cause we knew Tega Cay  
23 wouldn't be on the media coverage. But, you know,  
24 lots of citizens are lined up behind me to talk  
25 about some things that are probably in a little

1 Molokai Drive, Tega Cay. I want to thank  
2 everybody for coming out tonight. I know it's  
3 been a really long meeting, I'll try to be  
4 brief. Basically, I -- I agree with  
5 everything that's been said. And I was  
6 horrified by the pictures. I thought they  
7 were pretty graphic. Fortunately, or  
8 unfortunately, I don't have anything that  
9 viscerally disgusting to talk about other than  
10 the money that I'm having to pay for my water.  
11 I have been involved with the river -- Catawba  
12 River Keepers, and we had a big loss with  
13 David Merriman. And I do -- I'm a big  
14 environmentalist as well as a frugal person.  
15 And, you know, I -- I think that our health,  
16 and the health of the environment in this lake  
17 is -- is a huge issue, and one not to be  
18 overlooked. But having said that, what I have  
19 provided tonight is a compare and contrast of  
20 the billing situation of new Tega Cay, which  
21 is TCUD versus Tega Cay Water Service, which  
22 is what I have. Now, if you'd like I can  
23 provide you with both, this is my bill, and  
24 this is the TCUD, which was my former spouse,  
25 was kind enough to give me his bills.

1 Interestingly -- and I don't pay them, thank  
2 God, but he -- he sent them to me. And his --  
3 what they have is a sewer -- sewer rate, which  
4 is tied to their water consumption, TCUD,  
5 which is most services versus Tega Cay Water  
6 Service, which has this flat rate. I'm paying  
7 39.06, which is essentially what he pays for  
8 his water bill. My ex paid in 10/29 \$18.18  
9 for water, and sewer was set at 17.55, so it's  
10 like 51 percent water to 49 percent sewer  
11 bill. And by comparison, I paid the 39.06,  
12 which is his full bill, for my sewer, which is  
13 supposed to go up 66 percent, huge. And I  
14 paid \$12.36 for water, for a grand total of  
15 51.42. Okay, I guess this is very dry, so  
16 anyway, I can give you these. I kind of  
17 hesitate to give you my -- I can -- I don't  
18 want to give you my -- bank account number, in  
19 case you don't want to put money in, and you  
20 might want to take it out but anyway --  
21 [LAUGHTER FROM AUDIENCE]. It's here for your  
22 looking at. And so, basically, I feel we --  
23 we may be owed -- we're owed another 25  
24 percent back from -- from Tega Cay Water  
25 Service that we've been putting out for this

NIGHT HEARING/TEGA CAY - VOLUME 1



From: Alan B Antill Jr <alan\_antill@me.com>  
Subject: Re: Hi--send me the 3 water bills if you would please  
Date: December 2, 2012 7:52:53 PM EST  
To: gina hartmeier <gmhartmeier@gmail.com>

start date: 10/29/2012  
end date: 11/28/2012  
usage: 2340  
water bill: 18.18  
sewer bill: 17.55

start date: 10/1/2012  
end date: 10/28/2012  
usage: 2930  
water bill: 20.84  
sewer bill: 20.05

start date: 8/30/2012  
end date: 9/28/2012  
usage: 3690  
water bill: 24.28  
sewer bill: 23.28

11/19 51.42 13906  
10/23 ~~51.47~~ 51.53 13906  
712.56

9/19 - 13.37 / 52.43 / 39.06  
8/21 - 16.61 54.67 / 39.06

On Dec 2, 2012, at 6:55 PM, gina hartmeier <gmhartmeier@gmail.com> wrote:

Hi,

ok...I'll also send you the email of Linda Stevenson. She's heading up the TC water revolt. Thanks!



1 station number one on Gauguin. And in our  
2 letter of protest, I understand from  
3 neighbors, there have been many problems at  
4 that Gauguin lift station over the years.  
5 Right now, there is an odor in the yard. It's  
6 been there since -- since last year. It  
7 remains strong. So that's what's caused us to  
8 focus on that water leak. And -- and I did  
9 complain about that to Tega Cay Water Service  
10 and DHEC in August and September of 2012. So  
11 that's the odor. In response to the odor  
12 question earlier. Okay, I also -- so one  
13 concern that I have is that you're using 2011  
14 as a test year. The customer services are  
15 long documented. So I think that you'd  
16 consider -- should consider customer service  
17 over the years, rather than just the 2011  
18 period. Therefore, I'm bringing to your  
19 attention that March 1st, 2009, as a Sewetary  
20 SSO water -- water and sewage spill, we -- I  
21 and three other sets of neighbors -- my  
22 husband and I, and three other sets of  
23 neighbors, wrote a letter to the Tega Cay  
24 Water Service expressing our discontent that  
25 it took them five hours to come to the cove,



1 to address that sewage spill. So it went from  
2 a -- a hydrant -- a manhole in the cove, and  
3 it went directly into the water. It leaked  
4 for five hours. The reason that they said it  
5 took them five hours to come on site is  
6 because they were addressing five to ten other  
7 similar sewage spills in the area during heavy  
8 rains. So that's one dissatisfaction with  
9 them. I'm also dissatisfied with Tega Cay  
10 Water Service telephone agents. Twice, over  
11 several years, a telephone customer service  
12 agent refused to add me as a contact to manage  
13 my account stating that only one contact was  
14 allowed to manage the account. My husband was  
15 listed as the primary contact, they wouldn't  
16 add me. And I have my -- I complained about  
17 this on an 11/18/2011 email to ORS, I think  
18 the second time that it had happened was that  
19 day. So -- so my concern is -- so then OR --  
20 ORS elevated my concern at Tega Cay Water  
21 Service for me, and Tega Cay Water Service  
22 added me as a contact. So my concern is that  
23 the telephone -- the telephone agent had the  
24 incorrect information. I was permitted to be  
25 added as a second contact, they just told me

NIGHT HEARING/TEGA CAY - VOLUME 1

1 that I couldn't. That was two agents over  
2 time. The point that's been made several  
3 times, they're unfamiliar with the Tega Cay  
4 territory -- territory, and they're often long  
5 holds. And I have been disconnected enough to  
6 call back, and though they say it was my  
7 telephone issue. And it was during that same  
8 time period they said that it was my telephone  
9 issue, but I don't have that issue with other  
10 places, so I don't think so. I have a --  
11 okay, we have -- so I have customer -- I have  
12 another telephone line issues. I can give you  
13 more examples. So those are my major points.  
14 Thank you for listening.

15 **CHAIRMAN WRIGHT:** Thank you. Mr.  
16 Terreni?

17 **MR. TERRENI:** No, Mr. Chairman, thank  
18 you.

19 **MR. NELSON:** No questions, Mr. Chairman,  
20 thank you.

21 **CHAIRMAN WRIGHT:** Commissioners? Thank  
22 you very much.

23 [APPLAUSE FROM AUDIENCE]

24 **MS. DOUDA:** One quick point I want to  
25 make, because Carrie Thorsby left is the one



1 point that she had to make was the boil water  
2 issues, and so on behalf of Tega Cay Water  
3 Advisory Council, we receive a lot of boil  
4 water advisories in Tega Cay, a lot. And so  
5 her example was she had -- at least twice  
6 she's received the advisory -- it comes out as  
7 a voicemail, she received it after the boil  
8 water advisory was in effect. And so she was  
9 drinking the water.

10 **CHAIRMAN WRIGHT:** Okay.

11 **MS. DOUDA:** And then the number of ones  
12 that we get. I don't want to go. Thank you.

13 [WHEREUPON, the witness was excused]

14 **MR. DONG:** Van Taylor?

15 [Witness sworn]

16 THEREUPON came,

17 **V A N T A Y L O R**

18 who, having been first duly sworn, testified as follows:

19 **MR. TAYLOR:** Van Taylor, 3050 Point Clear  
20 Drive. My wife and I live -- live in Tega  
21 Cay. We've been here a little over seven  
22 years. Haven't had some of the horrible  
23 experiences that some of our neighbors have.  
24 It's a very tight community. Everybody's  
25 concerned about the water quality. The issues

NIGHT HEARING/TEGA CAY - VOLUME 1